



MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *F.C.*
Bureau of Communication and Computer Services

DATE: March 6, 2000

SUBJECT: Orientation for new Telecommunications Coordinators

The Division of Telecommunications is offering half-day orientation sessions for new agency telecommunications coordinators in Springfield and Chicago.

The sessions are designed to provide newer agency telecommunications coordinators with increased knowledge of the products, services, and procedures of the Division of Telecommunications. Attending the Coordinator Orientation will help you to improve your overall effectiveness in serving the telecommunications needs of your agency. The orientation sessions will be held on the following dates:

Chicago

Thursday, March 23, 2000
9:00 a.m. to 12:00 p.m.
Room 9-036
James R. Thompson Center
100 West Randolph Street
Chicago, Illinois 60601

Springfield

Tuesday, April 11, 2000
9:00 a.m. to 12:00 p.m.
Room 202
Lincoln Land Community College
Capital City Center
130 West Mason Street
Springfield, Illinois 62702

The following topics will be covered in each session:

- The role of the Telecommunications Coordinator
- The role of the Communications Systems Specialist (your agency representative)
- Standard products and services available
- Unique products and services available
- The voice and data ordering process
- How to fill out order forms
- Routine versus non-routine orders
- Who to contact
- Understanding the billing process

Space is limited for both sessions. Registrations will be accepted on a first come, first served basis. Please call Sarah Zerfas at 217/524-2159 or register on-line at <http://www.intra.state.il.us/telecom/events.htm>.

FC:dw